

Emergency Support Function 15 – External Affairs
DR-4332-TX - Hurricane Harvey
Daily Communications Summary
09/11/2017

KEY MESSAGES

Navigating the Road to Recovery: Take care of yourself, your family and your neighbors

- **Kickstarting the road to recovery: More than \$508 million** in FEMA grants, NFIP claims paid and SBA loans approved puts money in Texas households affected by Hurricane Harvey. Register with FEMA at www.disasterassistance.gov.
- **Salvaging your treasured belongings.** As you start to retrieve your damage items use caution and take pictures. Check with the manufacturer for drying and restoration techniques. For more information visit www.fema.gov/hurricane-harvey.
- **Disaster Recovery Centers are accessible for all survivors – do not hesitate to visit.**
 - Accessible parking and ramps.
 - Amplified listening devices for people with hearing loss.
 - Large print or Braille publications and magnifiers for people with vision loss.
 - Sign-language interpreting, available by request.
- **FEMA speaks your language.** The FEMA website www.fema.gov/hurricane-harvey is offered in several languages to those affected by Hurricane Harvey. To include, but not limited to:
 - Limited English Proficiency Information:
 - Spanish: www.fema.gov/es/disaster/4332
 - Arabic: www.fema.gov/ar/disaster/4332
 - Urdu: www.fema.gov/ur/disaster/4332
 - Vietnamese: www.fema.gov/vi/disaster/4332
 - Korean: www.fema.gov/ko/disaster/4332
 - Chinese: www.fema.gov/zh-hans/disaster/4332
 - Tagalog: www.fema.gov/tl/disaster/4332

EMERGING ISSUES

Trending

- Survivors are reporting:
 - Transportation issues.
 - South Houston is not cleaning and maintaining local water draining system.
 - Concerns about a shortage of qualified contractors to conduct home repairs.
 - Looting in Savannah Estates.
 - West Nile virus has been reported in Corpus Christi.

- Trouble gaining access to TSA hotels because of no transportation and can't access grocery stores, pharmacies, or other resource agencies.

Rumors

- Survivors are reporting:
 - People are posting denial letters on Facebook.
 - FEMA will be leaving to go to Florida.
 - FEMA money received has to be paid back.
 - They are told to reapply for assistance because they claims were filed before their county was designated.

KEY EFFORTS

The Joint Field Office-Austin News Desk has been activated.

- Please refer all media inquiries to (512) 490-3890 or FEMA-HarveyTxNewsDesk@fema.dhs.gov.

Joint Information Center (JIC)

Responded to 10 media inquiries from local and national outlets. Conducted interviews with one online, six radio, nine television, and five print media outlets and discussed:

- TSA, numbers of rooms, room losses in Le Grange,
- Hurricane Irma efforts,
- FEMA individual assistance numbers of registrations and approved funds,
- Registration process and what to expect,
- Retaining receipts and photos for documentation,
- Spending grant money wisely,
- DRC services and
- FEMA staffing numbers.

Responder Support Camps: Location

- USS Lexington (Corpus Christi)
- Humble Box Store (Houston)
- Walmart Box Store (Houston)
- Cabaniss Field (Corpus Christi)
- USTS General Rudder
- Ford Park (Beaumont)
- USTS Kennedy
- USTS Empire State

Other Federal Agencies:

U.S. ARMY CORP OF ENGINEERS (USACE)

Current Activities

- USACE currently has more than 330 personnel engaged.
- Working 21 FEMA Mission Assignments.
- Power Planning Response Team (PRT) members working with State on long term generator installation

- plan.
- Subject Matter Experts (SMEs) are developing plans for Community Site Housing Mission in support of FEMA contracts.
- Site recons are being scheduled and conducted.
- Working closely with Coast Guard monitoring the Port of Beaumont and the federal channel along the Neches River.
- Reservoir water levels at both Addicks and Barker are back within government property limits

U.S. Small Business Administration (SBA)

As of **COB Sept. 10, 2017:**

- Total SBA low-interest disaster loans approved: **15,386**
- Total SBA low-interest disaster loan dollars approved: **\$104 million**

The **U.S. Small Business Administration (SBA)** announced that SBA will offer an automatic 12-month deferment of principal and interest payments for SBA-serviced business loan and disaster loans that are in “regular servicing” status for residents and businesses in the declared counties.

The SBA and the Texas Gulf Coast Small Business Development Center Network has opened a Business Recovery Center to provide a wide range of services to businesses affected by Hurricane Harvey. Hours of operation are **8 a.m. to 6 p.m. Weekdays and 9 a.m. to 4 p.m. Saturdays and Sundays.**

The deadline to apply for property damage is **Oct. 24, 2017**. The deadline to apply for economic injury is **May 25, 2018**.

County	Location
Aransas	Women’s Club of Aransas County, 1104 Concho St. Rockport TX 78382
Harris	University of Houston Small Business Development Center Region Office, 2302 Fannin St., Suite 200 Houston TX 77002
Nueces	Port Aransas Community Center (next to the museum), 408 N. Alister St., Port Aransas TX 78373

- An estimated 25 percent of businesses do not re-open following a major disaster, according to the Institute for Business and Home Safety.
- SBA disaster loans require borrowers to maintain appropriate hazard and flood insurance coverage, thereby reducing the need for future disaster assistance. Loan recipients that do not maintain the required insurance for the life of their loan are ineligible for future SBA disaster loans.
- SBA PIOs are supporting DRC openings in all three Harris county locations and the Dallas location.
- SBA PIOs continue to work hand-in-hand with their FEMA counterparts in helping survivors recover.

FEMA Program Operations ***Individual Assistance (IA)***

Disaster assistance for homeowners and renters may include grants to help pay for temporary housing, essential home repairs, personal property replacement and other serious disaster-related needs not covered by insurance or other sources.

As of COB Sept. 10

- Total registrations: **692,511**
- Total Individual Assistance (IA) applications approved: **218,408**
- Individuals & Households Program (IHP) grants approved: nearly **\$272 million**
 - Housing Assistance: more than **\$164 million**
 - Other Needs Assistance: nearly **\$108.5 million**
- FEMA Inspectors In The Field: **1,718**
- FEMA Inspections Completed: **86,874**
- Total DRC visits: **7,641**
- Total TSA rooms occupied: **23,702**
- Total TSA applicants checked in: **21,883**
- Total hotels utilized: **2,034**

Individuals and families in **Austin, Aransas, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton Counties** are eligible to apply for federal disaster assistance through IHP.

- Registering with any other agency *does not* register a survivor with FEMA.

Disaster Recovery Centers (DRC)

DRCs are one-stop shops for storm survivors seeking one-on-one help. Representatives from FEMA, SBA and various state agencies will be available to answer questions.

To find the nearest DRC use: asd.fema.gov/inter/locator/home.htm.

Unless otherwise noted, all DRCs are open **7 a.m. to 7 p.m., daily**.

DRC #	County	Location
MDRC #1	Jackson	Edna High School Football Stadium 1303 W. Gayle St. Edna TX 77957 9 a.m. to 6 p.m. daily
DRC #1	Harris	George R. Brown Convention Center 1001 Avenida de Las Americas, Houston TX 77010
DRC #2	Colorado	Colorado County Services Facility 305 Radio Ln., Columbus TX 78945
DRC #3	Fayette	La Grange Recreation Center 653 East Pearl St., La Grange TX 78924
DRC #4	Calhoun	Calhoun County Library 200 W. Mahan St., Port Lavaca TX 78752

DRC #5	San Patricio	Bay Vista Center Suite 174 &178, 2334 Hwy 361, Ingleside TX 78362
DRC #6	Victoria	Victoria County Health Department 2805 N. Navarro, Victoria TX 77901
DRC #7	Goliad	Goliad Memorial Auditorium 925 S. State Hwy 183, Goliad TX 77963
DRC #8	Fort Bend	Fort Bend County Sienna Annex 5855 Sienna Springs Way, Missouri City TX 77459
DRC #9	Montgomery	Friendship Center/Community Center 31355 Friendship Drive, Magnolia TX 77355
DRC #10	Fort Bend	Simonton Community Church 9703 FM 1489 (Simonton Road), Simonton TX 77476 Open Monday-Saturday 7 a.m. to 7 p.m. Closed Sunday
DRC #11	Dallas	Kay Bailey Hutchinson Convention Center 650 Griffin Street, Dallas TX 75202
DRC #12	Fort Bend	Katy Mills Mall 5000 Katy Mills Circle, Katy TX 77494
DRC #13	Harris	Baytown Community Center 2407 Market Street, Baytown TX 77520
DRC #14	Harris	Greenspoint Mall 12300 North Fwy. Houston TX 77060

Public Assistance (PA)

Total EHP Inquiries (To Date): 17

Research, Responded, and Open PA Inquiries: 4

- 1 – PA Congressional Call
- 3 – Congressman Debris Removal/Cost Per Cubic Yard

PA Request Subject Matter: Debris Removal –PPDR/Cost Sharing/Cost Per Cubic Ft/Fact Sheets/Reimbursement/HOA Sub grantee, PA Hotline Verification, PA Obligated Funds Verification etc.

Summary/Activities

- 3 expedited project worksheets (PWs) have been obligated for the following:
 - **Texas A&M Engineering Extension Service, Emergency Protective Measures Amphibious Vehicles:** Category B - \$340,000.00* (100%)
 - **Houston (City of), Debris Removal:** Category A - \$101,384,668.35* (90%)
 - **Harris (County), Debris Removal:** Category A - \$49,500,110.01* (90%)
 - *Federal Share Reported

DISASTER SURVIVOR ASSISTANCE (DSA)

As of **COB Sept. 10, 2017:**

- DSA Deployed: **909**
 - Home Visits: **14,706**
 - Total Survivor Interactions: **37,272**
 - Total Survivor Registrations: **9,129**
 - Total Whole Community Referrals: **2,360**
 - Total Shelter Visits: **112**

Trending

- Survivors are reporting:
 - Transportation issues.
 - South Houston is not cleaning and maintaining local water draining system.
 - Concerns about a shortage of qualified contractors to conduct home repairs.
 - Looting in Savannah Estates.
 - West Nile virus has been reported in Corpus Christi.
 - Trouble gaining access to TSA hotels because of no transportation and can't access grocery stores, pharmacies, or other resource agencies.

Rumors

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 - People are posting denial letters on Facebook.
 - FEMA will be leaving to go to Florida.
 - FEMA money received has to be paid back.
 - They are told to reapply for assistance because they claims were filed before their county was designated.

Brazoria County:

Concerns

- Survivors report frustrations with the FEMA process for inspections as they have reported their damage as unknown and survivors are still unable to return home and check status.

Fort Bend County

Concerns:

- Survivors reported concerns that they could not register with FEMA for damaged driveways or, if they had insurance.

Galveston County

Observations:

- McAdams Jr. High School POD site is closing and the school can re-open.

Harris County

Concern:

- Survivors report receiving denial letters.

- Faith Based Organizations (FBO) inquired about receiving reimbursement from FEMA for operating shelters during evacuation.

Jefferson County

Concerns:

- Survivors report private wells are non-operational south of Hwy 124 in Hampshire.
- Condominium rental companies in Savannah Estates have issued a letter stating that survivors have until Monday, September 11, 2017, to gut out their apartments or they will do it on their behalf and charge the survivors.

Liberty County

Concerns:

- Survivors are confused regarding qualifying for Other Needs Assistance.

Montgomery County

Concerns:

- Survivors report their insurance companies are not providing proof of insurance paperwork.

Polk County

Concern:

- Survivors report people they know who were found eligible for \$500 emergency funds at the same time as them have already received their funds but they have not.

St. Patricio County

Concern:

- Survivors from two separate Apartment Complexes (Palms Apartment and Live Oak Village) in Arkansas Pass, TX, have been told by their landlords that "they would have to move out their apartments for repairs that could take 6 to 8 months to complete."

Tyler County

Concerns:

- Survivors report many of their homes are still underwater and they are unable to access them.
- Survivors report a private dam in the Electro Ranch area has sustained damages.

National Flood Insurance Program (NFIP)

NFIP Claims Estimate: Sept. 11

- Total number of NFIP policies in force in **39** IA-designated counties in Texas: **525,000**
- Total claims submitted for Harvey: **82,762** claims
- Total NFIP advance payments to policyholders in Texas: more than **\$157 million**

The NFIP has extended the grace period for payment of NFIP flood insurance policy renewal premiums to **120 days**. This applies to policies covering properties in Texas counties that are designated under the Presidential Disaster Declaration and were set to renew July 24 - Sept. 27, 2017.

FEMA External Affairs Operations

Private Sector (PS)

- Met with representative of the U.S Chamber of Commerce Foundation; discussed communicating information to Texas chambers and small businesses.
 - U.S Chamber's representative to participate in our weekly coordination calls and Private Sector dashboard.
- Coordinated tomorrow's Speaker's Bureau events with both the Greater Houston Procurement Partnership and the Greater Houston Black Chamber of Commerce regarding Procurement and Doing Business with FEMA. SBA and FEMA Acquisition Team.
- Coordinated with FEMA TSA team on additional avenues for the TSA program (ex. Short-term rental properties).

Limited English Proficiency (LEP)

- Provided orientation to project manager of 14 Vietnamese interpreters from contractor, TransPerfect.

EA Field Liaisons

Galveston County

City of Dickinson:

- EA learned that the majority of businesses will reopen.

City of Santa Fe:

- EA was informed that nearly all businesses are at risk of not recovering.
- According to the president of the Santa Fe Chamber of Commerce, when the inspector arrived, the fifty (50) pictures of damage, taken by the president, were disallowed who also states, the inspector took only three pictures and left within minutes.

Montgomery County

Conroe City:

- DSA assisted the applicants to correct their applications, many had listed their incident period as the Declaration date, prompting them to be denied.
- Survivors were sleeping in their cars or tents outside their damaged dwelling.
- Undocumented survivors feared applying with the TSA program.
- The Lone Star Legal Aid Group and Volunteers assisting applicants with food and water.

Congressional Affairs (CA)

- Received and responded to nine IA inquiries regarding TSA, home inspection issues, NFIP claims and IA inspections.
- Received and responded to one PA inquiry regarding PNP eligibility.
- Met with U.S. Rep. McCaul's staff in Katy, Texas to tour Katy DRC

Speakers Bureau (SB)

- Received five new Speakers Bureau requests.

DAILY EVENTS SCHEDULE

Monday, 09/11/2017

Time	Event/Purpose	Audience
0700 CDT	EOC Shift Change Conduct State Operations Center (SOC) Shift Change	All necessary state personnel
0715 CDT	Branch VI Morning Update Call Brief out from DIVs on priorities, issues, trends and critical information requirements.	Branch VI DB, Planning
0730 CDT	Operations Briefing Brief personnel responsible for executing and supporting the IAP	BDs, DIVS/GRPS, TFLs, CRLDs and other personnel responsible for supporting the IAP.
0800 CDT	Statewide Conference Call Statewide Coordination Call	
0830 CDT	Objectives Meeting Develop, review, and revise incident objectives and priorities for the next operational period	UCG, OSC, PSC, DCO, designated and invited guests
0900 CDT	Command and General Staff Meeting Review approved incident objectives. Provide, share important information and immediate direction	UCG, Command and General Staff, Situation Unit Leader, designated and invited guests
0900 CDT	OPS / LOG Call HQ Operations / Logistics Call	OSC/LSC
1000 CDT	DRC Work Group	
1200 CDT	Hurricane Harvey Interagency VTC Senior leadership video-teleconference regarding latest situational update on Hurricane Harvey	
1200 CDT	Field Ops Branch Coordination Call Coordinate and discuss field issues and concerns	Deputy OSC Field Ops, Field BDs
1300 CDT	Recovery Conference Call State Recovery Coordination Call	
1300 CDT	Joint Housing Solutions Working Group meeting	

1430 CDT	Operations Tactics Meeting Review and finalize the draft Operational Planning Worksheets (FEMA-ICS 215)	All Operations personnel, ESF leads, Community Relations Lead responsible for Incident Action Planning, RESL, LSC, and SOFR
1400 CDT	Coordinated Infrastructure Working Group Meeting to identify hot issues, shortfalls and unmet needs within critical infrastructure	TDEM, FEMA, ESFs
1600 CDT	Vector Control Task Force meeting	ESF 8, ESF 8 FEMA POC, PA- Brian Slie, State Health Service, CDC, DOD, EPA, EHP Preservation, External Affairs
1600 CDT	DRC Work Group Officially announce the results of the day's coordination efforts.	
1700 CDT	Planning Meeting Approve the IAP for the next operational period	UCG, Command and General Staff, SITL, designated and invited guests
1730 CDT	FCO / Section Chief Meeting Meeting between the FCO and Section Chiefs	FCO, OSC, LSC, PSC
1830 CDT	Operations Briefing Brief personnel responsible for executing and supporting the IAP	BDs, DIVS/GRPS, TFLs, CRLDs and other personnel responsible for supporting the IAP
Tuesday, 09/12/2017		
0700 CDT	EOC Shift Change Conduct State Operations Center (SOC) Shift Change	All necessary state personnel
0715 CDT	Branch VI Morning Update Call Brief out from DIVs on priorities, issues, trends and critical information requirements.	Branch VI DB, Planning
0730 CDT	Operations Briefing Brief personnel responsible for executing and supporting the IAP	BDs, DIVS/GRPS, TFLs, CRLDs and other personnel responsible for supporting the IAP.
0800 CDT	Statewide Conference Call Statewide Coordination Call	
0830 CDT	Objectives Meeting Develop, review, and revise incident objectives and priorities for the next operational period	UCG, OSC, PSC, DCO, designated and invited guests

0900 CDT	Command and General Staff Meeting Review approved incident objectives. Provide, share important information and immediate direction	UCG, Command and General Staff, Situation Unit Leader, designated and invited guests
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1300 CDT	Recovery Conference Call State Recovery Coordination Call	
1300 CDT	Joint Housing Solutions Working Group meeting	
1400 CDT	South Belt-Ellington Chamber of Commerce Informative Discussions	PS, SBA
1430 CDT	Operations Tactics Meeting Review and finalize the draft Operational Planning Worksheets (FEMA-ICS 215)	All Operations personnel, ESF leads, Community Relations Lead responsible for Incident Action Planning, RESL, LSC, and SOFR
1400 CDT	Coordinated Infrastructure Working Group Meeting to identify hot issues, shortfalls and unmet needs within critical infrastructure	TDEM, FEMA, ESFs
1600 CDT	Vector Control Task Force meeting	ESF 8, ESF 8 FEMA POC, PA- Brian Slie, State Health Service, CDC, DOD, EPA, EHP Preservation, External Affairs
1600 CDT	DRC Work Group Officially announce the results of the day's coordination efforts.	
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1730 CDT	FCO / Section Chief Meeting Meeting between the FCO and Section Chiefs	FCO, OSC, LSC, PSC
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1600 CDT	Vector Control Task Force meeting	ESF 8, ESF 8 FEMA POC, PA- Brian Slie, State Health Service, CDC, DOD, EPA, EHP Preservation, External Affairs
1615 CDT	Texas Association of Businesses, U.S. Chamber of Commerce Daily Call	PS, SBA, Texas Association of Businesses, U.S. Chamber of Commerce
1700 CDT	DRC Work Group Officially announce the results of the day's coordination efforts.	
1700 CDT	Planning Meeting Approve the IAP for the next operational period	UCG, Command and General Staff, SITL, designated and invited guests
1830 CDT	FCO / Section Chief Meeting Meeting between the FCO and Section Chiefs	FCO, OSC, LSC, PSC
1830 CDT	Branch VI evening roll up call BD will provide updates, brief out from DIVS on tasks, needs and CIR report. Branch Ops on priorities, needs, trends and critical information requirements	Branch VI BD, DIVS, Ops
1800 CDT	Tele-Town Hall w/ Commissioner Rodney Ellis	JIC
1800 CDT	Congressional Town hall	CA, JIC
1830 CDT	Tele-Town Hall Hurricane Harvey Relief	SBA
1900 CDT	South Belt-Ellington Chamber of Commerce Informative Discussions	PS, SBA
1930 CDT	Operations Briefing Brief personnel responsible for executing and supporting the IAP	BDs, DIVS/GRPS, TFLs, CRLDs and other personnel responsible for supporting the IAP

WHAT PEOPLE ARE SAYING

Hurricane Harvey hit this high school hard, but its football team fights on

Los Angeles Times, Sept.11, 2017

By David Montero

Angelo, a 16-year-old junior, tried to put it all out of his mind. This was Friday night, and in Texas, that meant one thing — high school football games. Mostly, he just wanted to feel normal. The coach, Jay Seibert, decided that his team would play its season opener Friday at Sinton High School — about 40 minutes inland from Rockport. He hoped to teach the players about overcoming adversity. Rockport had come to watch and cheer for the team.

“Remember who you play for. You play for each other,” Seibert told them. “In this case, we’re also playing for our family and friends in our community. We’re playing for everyone.”

MEDIA ANALYSIS

Hot Issues

- None

Analysis/Trends

- Coverage continues on recovery efforts with print and broadcast stories focusing on DRC openings in the Houston area, an AP story was widely circulated on **FEMA** trailers to be used as last resort, and in wake of Hurricane Irma, **FEMA** reassures Harvey survivors they’re not going anywhere.
- State and local officials are starting to report that services are up and running and businesses and schools are reopening.
- Lack of housing continues to be a major concern. A report by KXAN-TV highlighted the problems La Grange survivors are having with long-term recovery.
- Wide coverage of donations and volunteer assistance in print and broadcast. A notable story was about the J.J. Watt fund reaching \$31 million for Harvey survivors.
- Harvey media coverage has significantly declined due to Hurricane Irma.

PRODUCTS

News products can be found at

<https://www.fema.gov/disaster/4332/updates-blog-and-news>

News Releases:

- NR-008 FEMA hiring Texas residents for Hurricane Harvey recovery jobs (09/11)
- Disaster Recovery Center opens in Wharton County (09/11)

- NR-007 Three Disaster Recovery Center to Open in Houston Area (09/10)
- NR-006 Disaster Recovery Center to open in Dallas (09/10)
- NR-004 Disaster Recovery Centers to open in Montgomery County (09/08)
- NR-003 Disaster Recovery Centers to Open in Two Counties (09/07)
- NR 002 Disaster Recovery Centers to Open in Three Additional Counties (09/06)
- NR-001 Disaster Recovery Centers Open in Four Counties (09/05)
- Coordinated Response to Hurricane Harvey Continues: Federal efforts continue to support survivors with recovery and rebuilding (09/05)

FAQs:

- FAQ-001 Hurricane Harvey (09/08)

Fact Sheets:

- FS-011 How to Save Damaged Family and Personal Treasures (09/11)
- FS-017 Navigating the Road to Recovery: Take care of yourself, your family and your neighbors (09/08)
- FS-016 Navigating the Road to Recovery: Help for Texans
- FS0014 Navigating Your Road to Recovery: Things you can do now (09/07)
- Donate and Volunteer Wisely (09/09)
- FS-006 Why should I return the SBA disaster loan application (09/09)
- Texas Renters may be Eligible for Federal Help (09/09)
- FS-005 Helping Survivors with Disabilities in the Disaster Assistance Process (09/08)
- FS-002 Questions about your Determination Letter (09/07)
- FS-001 What to Expect when You Register for FEMA Disaster Assistance (09/07)

Talking Points:

- TP-006 Aerial Mosquito Control in Wake of Hurricane Harvey (09/08)
- TP-005 FEMA initiates Transitional Sheltering Assistance Program (09/08)
- TP-004 Whole Community Helps Survivors Who Were Homeless Before Harvey (09/07)
- TP-002 FEMA disaster assistance for non-citizens after Hurricane Harvey (09/05)
- TP-001 Kickstarting the Road to Recovery (9/04)